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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORMInvestigator: Jenny GomezPhone: (Fax:Priority: Respond Within Five DaysOpinion No. 2011 - 98803Date: 9/7/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: Virginia Last: DeranAccount Name: Virginia DeranHome: (Street:Work:City: KingmanCBR:State: AZ Zip: 86401is:RECEIVED
2011 SEP - 8 P 3:18
AZ CORP COMMISSION
DOCKET CONTROLUtility Company: Unisource ** Energy Services (UNS)Division: GasContact Name:Contact Phone:Nature of Complaint:DOCKET NO. G-04204A-11-0158
OPPOSED

I am against a rate hike because the rates are already so high that many people have a hard time paying their bills. There are many low income retired and elderly people who moved to the Kingman area to seek a less expensive place to live. In the last few years the cost of living has skyrocketed, with property taxes and utilities going through the roof. Those of us on a fixed income sit in rooms without air conditioning on because we try to keep the bills low. Many of us cancelled our TV service because it cost just too much. This is far from being a great place to live. You can't drink the tap water so you have to fetch water in jugs from the water store. They are heavy. In the winter it gets so cold the pipes freeze if you don't keep the heat on high enough: if you do keep it on high enough you can't afford to pay the bill so you have to cut back on food and dental care and things like that. There are many people who live here just like me and so this is why we are against any rate hikes on any of our utilities!!!

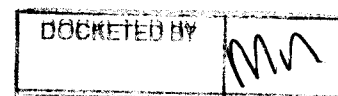
End of Complaint

Utilities' Response:Investigator's Comments and Disposition:Noted and filed for the record in Docket Control.
End of Comments

Arizona Corporation Commission

DOCKETED

SEP 8 2011

Date Completed: 9/7/2011Opinion No. 2011 - 98803

G-04204A-11-0158

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98807

Date: 9/7/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Norma Lowe

Account Name: Norma Lowe

Home: (000) 000-0000

Street:

Work:

City: Kingman

CBR:

State: AZ Zip: 86401

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. G-04204A-11-0158
OPPOSED

I am against a rate hike because the rates are already so high that many people have a hard time paying their bills. There are many low income retired and elderly people who moved to the Kingman area to seek a less expensive place to live. In the last few years the cost of living has skyrocketed, with property taxes and utilities going through the roof. Those of us on a fixed income sit in rooms without air conditioning on because we try to keep the bills low. Many of us cancelled our TV service because it cost just too much. This is far from being a great place to live. You can't drink the tap water so you have to fetch water in jugs from the water store. They are heavy. In the winter it gets so cold the pipes freeze if you don't keep the heat on high enough: if you do keep it on high enough you can't afford to pay the bill so you have to cut back on food and dental care and things like that. There are many people who live here just like me and so this is why we are against any rate hikes on any of our utilities!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/7/2011

Opinion No. 2011 - 98807

G-04204A-11-0158

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98811

Date: 9/7/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mary Last: Mitchell

Account Name: Mary Mitchell

Home:

Street:

Work:

City: Dewey

CBR:

State: AZ Zip: 86327

is: E-Mail

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. G-04204A-11-0158
OPPOSED

Please do not give an increase in the fixed monthly customer charge to UNS Gas.

Mary Mitchell

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/7/2011

Opinion No. 2011 - 98811